

ABSTRACT

A system and method is provided for rapidly generating a new spoken dialog application. In one embodiment, a user experience person labels the transcribed data (e.g., 3000 utterances) using a set of interactive tools. The labeled data is then stored in a processed data database. During the labeling process, the user experience person not only groups utterances in various call type categories, but also flags (e.g., 100-200) specific utterances as positive and negative examples for use in an annotation guide. The labeled data in the processed data database can also be used to generate an initial natural language understanding (NLU) model.